

S/N 09/379,385

1F12 3629  
PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant: Kevin Garcia et al.

Examiner: Thomas A. Dixon

Serial No.: 09/379,385

Group Art Unit: 3629

Filed: August 23, 1999

Docket No.: 2046.087US1

Title: METHOD AND PROCESS FOR ACCUMULATING AND  
SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A  
CUSTOMER INTERACTION SYSTEM

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**AMENDMENT AND RESPONSE UNDER 37 CFR § 1.111**

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

This responds to the Office Action mailed on September 13, 2004. Please amend  
the above-identified patent application as follows.